

Past newsletters are available on the NM Medicaid Portal at the bottom of the Provider Information section at: <https://nmmedicaid.portal.conduent.com/static/ProviderInformation.htm>

October 20, 2021

Major Issues and Resolutions

Reminder: Updating Contact Information

The Self Directed Community Benefit (SDCB) program regularly issues important information to members and Employers of Record (EORs). SDCB members can update their information with Conduent by notifying their MCO Care Coordinator or Support Broker. SDCB members must update their demographic information, including address and phone number, with the HSD Income Support Division (ISD). This information is then received by the Medicaid system. You may update information with ISD by:

- YESNM Portal: <https://www.yes.state.nm.us>
 - If you have a username and password for YesNM simply sign into your account.
 - If you have not set up an account, you may create a user name and password by selecting "create an Account." Tutorial videos for YESNM can be found on the NM Medicaid Portal.

Once you have logged in select "Check my Benefits" to update your address and phone number and mailing address.

- Fax to 1-855-804-8960
 - Be sure to include the case number, the recipients full name, and the changes that are being made.

EORs, self-directed providers, and self-directed employees must update their information with Conduent. This information can be emailed to Conduent at docprocessing@conduent.com.

Email is an important way that Conduent and/or Palco will contact you. Please ensure that your email address is correct.